



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

DETENTIONS INFORMATION ASSISTANT

Class No. 003001

■ CLASSIFICATION PURPOSE

To serve as an information source to the public, law enforcement, and attorneys regarding inmates of the county jail; to collect the bail prescribed by the courts; to schedule visits and property exchanges; to perform cashiering duties; and to perform other customer service related work.

■ DISTINGUISHING CHARACTERISTICS

This class is utilized only in the County detention facilities (San Diego Central Jail, George Bailey Detention Facility, South Bay Detention Facility, Las Colinas Detention Facility and Vista Detention Facility). Incumbents provide information regarding County jail inmates. Detentions Information Assistant differs from the Sheriff's Records Clerk I/II classes in that the former has heavy public contact duties and the latter work in the Records Division/Sheriff's Department working with highly confidential prisoner information and dealing with law enforcement officers and attorneys by telephone only. Detentions Information Assistant differs from Detentions Processing Technician in that the former deals with the exchange of information, while the latter deals with the intake, processing and release of detainees.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Clearly and accurately communicates information both orally and in writing in order to interact effectively with inmates, public, employees in other law enforcement agencies and attorneys to direct inmates to appear in court at prescribed times, processes bail, schedules and controls inmate visits and provides information to friends and relatives of inmates.
2. Effectively communicates with co-workers, supervisors, managers and other County staff in a clear, concise business manner to explain work practices, instructions, records, policy and procedures and related information.
3. Clearly and accurately elicits and exchanges information with law enforcement representatives, attorneys, inmates and members of the public using telephone, speaker phones and pass through drawers in accordance with Departmental policy and within the limits of established guidelines.
4. Performs database inquiries and provides information to professionals such as law enforcement representatives, attorneys, probate officers, and investigators, and the general public.
5. Enters, retrieves, updates and deletes information via computer.
6. Diligently follows guidelines of legal jurisdiction, court mandates and Departmental policy and procedures in the processing and collection of bail for inmates. Collects prescribed bail in cash and/or by check, makes deposits/withdrawals to inmate accounts using computer keyboard and cash drawer and balances daily fund.
7. Follows departmental policies and procedures, uses sound professional judgment and common sense when accepting and routing inmate mail and medications. Sorts and places mail in routing sacks for each housing unit, uses computer terminal to locate inmates and marks necessary information on the envelope.
8. Independently understands and interprets written instructions concerning scheduling of inmates for court and attorney visits and inmate court clothing exchange. Controls admittance to the detention facility by checking identification against the list of approved visitors. Turns knobs or pushes buttons to operate doors to move inmates or visitors.

9. Communicates with inmates or visitors that may be under the influence of drugs or alcohol, may be emotionally upset, disturbed or otherwise uncooperative. Provides inmates or visitors with clear verbal instructions to direct movement or to provide information. Responds to questions from inmates or visitors appropriately in accordance with Departmental policy and procedure.
10. Observes and assesses situations in and around jail information window on an ongoing basis, paying special attention to any health, safety or emergency situation. Takes appropriate action to prevent or resolve any potential problems or safety issues. Contacts supervisor, emergency medical personnel or deputies as needed to respond to situations.
11. Releases inmate personal property when properly authorized.
12. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- General clerical office procedures and practices.
- Alphabetic, numeric, subject and chronological indexing and filing rules and systems.
- Standard office equipment uses and features, such as computers, adding machines and copiers.
- Arithmetic and cash handling.
- San Diego County jail rules, regulations and policies.
- Telephone, office, and online etiquette.
- County customer service objectives and strategies.

Skills and Abilities to:

- Maintain confidentiality of restricted information.
- Effectively operate telephone, computer terminal, and other related telephone equipment or systems in the jail information offices.
- Elicit and explain information effectively and accurately to a wide variety of individuals representing diverse cultures and backgrounds including local government officials and the general public.
- Elicit and provide information relevant to defendants' custody status and court appearances.
- Check and compare documents for accuracy and completeness.
- Update and maintain records, logs, rosters and registers.
- Understand and follow oral and written instructions.
- Maintain professional demeanor and response in handling sensitive calls/callers.
- Record callers' personal information accurately, legibly, and completely.
- Work effectively/accurately with codes and coded information.
- Read, interpret, and communicate penal codes and legal mandates accurately.
- Function calmly in situations that require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, representatives of outside agencies, and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

1. Twelve (12) months of full time, progressively responsible clerical experience; OR,
2. Three (3) months of the above experience and completion of an administrative, office, or front desk certification program from a recognized community or business college.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Essential and non-essential functions may require maintaining physical condition necessary for standing or sitting for prolonged periods of time.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Works in a locked detention facility that is operational 24 hours a day, 365 days a year. Assigned functions are rotated and in most assignments employee has the ability to sit or stand, as desired, to perform the job.

Applicants must be willing to work any shift, on holidays or weekends, based on assignment, with inebriated, uncooperative, and/or emotionally disturbed persons; and in a locked detention facility.

Background Investigation

Must have a reputation for honesty and trustworthiness. Felony convictions will be disqualifying. Misdemeanor convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a thorough background investigation which may include a psychological, truth verification interview or other examination or test.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

**New: June 25, 1982
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